

## Emergencies

An emergency is an injury or illness that could cause death or permanent damage to health.

In an emergency,

- Call your PCP if you have time, or
- Call 911, or
- Go to the nearest hospital emergency room

Do not use the emergency room when there is no emergency. Go to your PCP for regular health problems.

## MCO Benefits

Here are the benefits of being an MCO member:

- Your MCO has a large group of health care providers for members to use.
- You will get a new member packet, with a list of providers and a member handbook.
- You will get one MCO member card for each person in the family. Take this card with you when you go to the doctor or get medical services.
- You can ask for help with transportation to medical appointments if necessary.
- You can use your MCO's toll-free phone line for medical advice.
- Your MCO's member services department can answer questions and give you more information about the MCO's services.

## MCO Member Rights

- You can get health care services when you need them.
- You can get information about your treatment choices.
- All your health information is confidential.
- You can change MCOs once a year for any reason during open enrollment, or after open enrollment for an approved reason.
- If you have a problem with your MCO, you can tell your MCO or the Managed Care HelpLine or appeal directly to DMAS.
- You will be treated with respect, consideration, and dignity.
- You will be a part of all decisions about your health care.
- You will get information about your health care and you can see your medical records.

Tell your Medicaid Eligibility Worker at DSS if you have a new address or any other changes, such as a new phone number, a new baby, other health insurance, marriage, death, or changes in the amount of money you make.

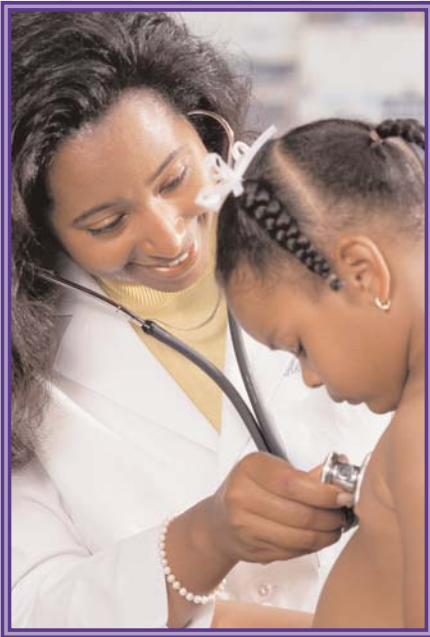


### If you have questions

Call the Managed Care HelpLine at  
**1-800-643-2273**  
(TDD: 1-800-817-6608)

We are here to help you.  
You can call Monday to Friday,  
8:30 a.m. to 6:00 p.m.  
The call is free and we have  
interpreter and translator services.

Si quiere recibir esta información en  
español, llame a la línea de ayuda de  
atención administrada, al 1-800-643-2273.



## You and Your Managed Care Organization (MCO)



*Virginia Department  
of Medical Assistance  
Services*

Managed Care HelpLine  
1-800-643-2273  
(TDD: 1-800-817-6608)

# Welcome to managed health care!

This brochure will tell you more about managed health care and managed care organizations (MCOs), including:

- What is an MCO?
- How to choose an MCO
- How to choose a primary care provider (PCP)
- Member Services
- MCO Well Care
- What to do in an emergency
- MCO Benefits
- Your rights as an MCO member

## What is an MCO?

An *MCO* is a managed care organization. It is a managed care health plan in which a group of doctors and other health care providers work together to give the members health care services.

**Each person in an MCO has a primary care provider (PCP).** Your PCP is a doctor or other health provider who will manage your health care and refer (send) you to other providers when necessary.

You do not need to choose the same PCP for your whole family. Choose the PCP that is best for each person.

## To choose an MCO

1. Read the MCO Comparison Chart to see which MCOs serve your area.
2. Choose the one that has the services and doctors that you want.
3. Call the Managed Care HelpLine at **1-800-643-2273**, and tell them that you are ready to join. If you do not call, we will choose an MCO for you.

**If you do not call to choose an MCO, we will choose one for you.**

## To choose a PCP

You must choose a PCP in the MCO you want to join.

- If you have a doctor now, ask which MCO he or she works with.
- If you do not have a doctor now, read the MCO Comparison Chart and choose the MCO that has the services you need. Then ask member services to help you choose a PCP.

### Important information about referrals

*If you go to any doctor other than your PCP without getting a referral (permission), you may have to pay the bill.*

You do not need a referral from your PCP if you:

- go to an OB/GYN (women's doctor) in your MCO
- want family planning services. You can go to any family planning provider without a referral.

## Member Services

Each MCO has a member services department to help members. Call your MCO's member services department if you:



- have a problem with the MCO. You can also call the Managed Care HelpLine at **1-800-643-2273**.
- want to change your PCP.
- lose your MCO member card and want another one.
- you or your child has a special health care need. Call and ask to speak to the nurse case manager.

## Your MCO's Well Care Programs

Help your family stay healthy with regular checkups. Call the member services number on your MCO card to find out about Well Care Programs, including:



- Services for pregnant women and new babies
- Well child checkups for children and teens. Call your child's PCP and ask when you should bring your child in for a checkup.

**You can change MCOs** in the first 90 days after you become a member, at open enrollment time, or with special approval from DMAS. Call the Managed Care HelpLine at **1-800-643-2273** for more information about how to change MCOs.

## MCO Words

These are some words that you may see in your MCO information:

**DMAS:** *DMAS* is the Department of Medical Assistance Services.

**Network:** A *network* is a group of providers that offers health care services for MCO members.

**Open Enrollment:** *Open enrollment* is a 60 day period each year when you may change to another MCO for any reason.

**PCP:** A *PCP* is a Primary Care Provider and is the doctor or clinic that provides most of your health care needs. A PCP may be a Family doctor, a Pediatrician (children's doctor), an OB/GYN (women's doctor), an Internist, or certain clinics and health departments.

**Providers:** *Providers* are doctors and other health care professionals.

**Referral:** A *referral* is permission from your PCP to see another doctor or health care provider.

**Questions? Call the Managed Care HelpLine at 1-800-643-2273 (TDD: 1-800-817-6608). We are here to help you. Translation service available.**